

## Federal Communications Commission

FCC 02-332

## UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5*	UNE-P, Centrex 21, %		83.33%	100%	79.49%	75.00%	79.65%	100%			a b c d
<b>OP-6A</b>	<b>Delayed Days for Non-Facility Reasons</b>										
OP-6A	Basic Rate ISDN, Avg Days	D	1.00								a b c d
OP-6A	Basic Rate ISDN, Avg Days		10.67		14.57		12.50		11.00		a b c d
OP-6A	Business, Avg Days	D	7.42		6.86		3.98		6.47		a b c d
OP-6A	Business, Avg Days	ND	6.67		4.00		3.00		1.00	6.00	a b c d
OP-6A	Centrex 21, Avg Days	D	3.00		10.75		5.00		11.50		a b c d
OP-6A	Centrex 21, Avg Days	ND	2.00				2.50				a b c d
OP-6A	Centrex, Avg Days	D	3.75		1.80		7.33		7.44		a b c d
OP-6A	Centrex, Avg Days	ND	35.50								a b c d
OP-6A	DS0, Avg Days	D	19.00								a b c d
OP-6A	DS0, Avg Days		7.00		3.00		2.50		2.75		a b c d
OP-6A	DS1, Avg Days		17.10		20.73		18.17		17.94		a b c d
OP-6A	DS3, Avg Days		14.40		26.57		42.57		14.13		a b c d
OP-6A	EELs, Avg Days					16.25		7.67		35.00	a b c d
OP-6A	Frame Relay, Avg Days		15.75		9.40		18.06		29.00		a b c d
OP-6A	ISDN Primary, Avg Days		13.66		21.71		16.50	62.00	13.61		a b c d
OP-6A	ISDN Primary, Avg Days	D	42.00								a b c d
OP-6A	Line Sharing, Avg Days	D	4.81	1.50	5.97	3.00	3.74	1.00	5.67		a b c d
OP-6A	Line Sharing, Avg Days	ND	4.30		4.38		3.53	17.00	5.48		a b c d
OP-6A	LIS Trunk, Avg Days			6.00	5.33		65.00		9.00		a b c d
OP-6A	PBX, Avg Days	ND					8.00				a b c d
OP-6A	PBX, Avg Days		21.11		12.46		21.25		6.29		a b c d
OP-6A	Qwest DSL, Avg Days	D	6.67		2.57		4.76		5.25		a b c d
OP-6A	Qwest DSL, Avg Days	ND	30.20		4.79		2.94		6.62		a b c d
OP-6A	Qwest DSL, Avg Days		3.50		1.00		9.00				a b c d
OP-6A	Residence, Avg Days	D	3.28		4.87		3.59		5.26	1.00	a b c d
OP-6A	Residence, Avg Days	ND	3.74		4.40		3.54		5.75		a b c d
OP-6A	UBL - 2-wire, Avg Days		9.29	28.33	14.57	16.50	12.50		11.00	6.67	a b c d
OP-6A	UBL - 4-wire, Avg Days		17.10		20.73		18.17		17.94		a b c d
OP-6A	UBL - ADSL Qualified, Avg Days		6.67		2.57		4.76		5.25		a b c d
OP-6A	UBL - DS1 Capable, Avg Days		17.10	30.00	20.73	11.50	18.17	19.25	17.94	17.33	a b c d
OP-6A	UBL - DS3 Capable, Avg Days		14.40		26.57		42.57		14.13		a b c d

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OP-6A	UBL Analog, Avg Days	D	4.81								a b c d
OP-6A	UBL Analog, Avg Days		4.81	7.09	5.97	9.14	3.74	5.05	5.67	8.00	d
OP-6A	UBL ISDN Capable, Avg Days		9.29		14.57	6.00	12.50	1.00	11.00		a b c d
OP-6A	UDIT Above DS1 Level, Avg Days		14.40		26.57		42.57		14.13		a b c d
OP-6A	UDIT DS1, Avg Days		17.10		20.73		18.17		17.94		a b c d
OP-6A	UNE-P, POTS, Avg Days	D	4.81	24.00	5.97	16.00	3.74	10.00	5.67	2.33	a b c d
OP-6A	UNE-P, POTS, Avg Days	ND	4.30		4.38		3.53	2.00	5.48	4.25	a b c d
OP-6A	UNE-P, Centrex, Avg Days	D	3.75		1.80		7.33		7.44		a b c d
OP-6A	UNE-P, Centrex, Avg Days	ND	35.50								a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	D	3.00		10.75		5.00		11.50		a b c d
OP-6A	UNE-P, Centrex 21, Avg Days	ND	2.00				2.50				a b c d
<b>OP-6B</b>	<b>Delayed Days for Facility Reasons</b>										
OP-6B	Basic Rate ISDN, Avg Days	D			25.00						a b c d
OP-6B	Basic Rate ISDN, Avg Days		35.00				12.50				a b c d
OP-6B	Business, Avg Days	D	10.38		11.36		9.73		12.39		a b c d
OP-6B	Centrex 21, Avg Days	D	1.00		5.50		9.50		13.50		a b c d
OP-6B	Centrex, Avg Days	D	11.33		9.67		17.67		1.00		a b c d
OP-6B	DS1, Avg Days		15.40		14.56		23.10		30.10		a b c d
OP-6B	DS3, Avg Days		42.00								a b c d
OP-6B	EELs, Avg Days									36.00	a b c d
OP-6B	Frame Relay, Avg Days		16.50		4.00		19.67		18.25		a b c d
OP-6B	ISDN Primary, Avg Days		28.00		9.00						a b c d
OP-6B	Line Sharing, Avg Days	D	9.71		9.96		10.73		10.12	9.00	a b c d
OP-6B	Line Sharing, Avg Days	ND	12.44		5.38	11.50	7.57	3.00	5.50	8.14	a b c
OP-6B	PBX, Avg Days	D	50.00								a b c d
OP-6B	PBX, Avg Days		6.00		46.00				35.00		a b c d
OP-6B	Qwest DSL, Avg Days	D	5.50		3.25		8.40		2.63		a b c d
OP-6B	Qwest DSL, Avg Days	ND	28.50		66.00		3.00		6.00		a b c d
OP-6B	Qwest DSL, Avg Days								3.00		a b c d
OP-6B	Residence, Avg Days	D	9.57	4.00	9.50	5.00	11.02	3.00	9.25	3.00	a b c d
OP-6B	Residence, Avg Days	ND	12.44	3.00	5.38		7.57		5.50		a b c d
OP-6B	UBL - 2-wire, Avg Days		35.00		25.00		12.50			2.00	a b c d
OP-6B	UBL - 4-wire, Avg Days		15.40		14.56		23.10		30.10		a b c d

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OP-6B	UBL - ADSL Qualified, Avg Days		5.50		3.25		8.40		2.63		a b c d
OP-6B	UBL - DS1 Capable, Avg Days		15.40		14.56		23.10	21.00	30.10		a b c d
OP-6B	UBL - DS3 Capable, Avg Days		42.00								a b c d
OP-6B	UBL Analog, Avg Days	D	9.71								a b c d
OP-6B	UBL Analog, Avg Days		9.71		9.96	3.00	10.73		10.12	2.00	a b c d
OP-6B	UBL ISDN Capable, Avg Days		35.00		25.00	1.00	12.50			7.00	a b c d
OP-6B	UDIT Above DS1 Level, Avg Days		42.00								a b c d
OP-6B	UDIT DS1, Avg Days		15.40		14.56		23.10		30.10		a b c d
OP-6B	UNE-P, POTS, Avg Days	D	9.71	5.67	9.96	25.00	10.73	11.75	10.12	23.00	a b c d
OP-6B	UNE-P, POTS, Avg Days	ND	12.44		5.38		7.57		5.50		a b c d
OP-6B	UNE-P, Centrex, Avg Days	D	11.33		9.67		17.67		1.00		a b c d
OP-6B	UNE-P, Centrex 21, Avg Days	D	1.00		5.50		9.50		13.50		a b c d
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop										
OP-7	Analog, Hrs:Min			0:03		0:02		0:03		0:03	
OP-7	Other, Hrs:Min			0:05				0:02			a b c d
OP-8	Number Portability Timeliness										
OP-8B	LNP, %			99.89%		99.71%		99.88%		99.51%	
OP-8C	% LNP Triggers Set Prior to the Frame Due Time, LNP%			99.87%		99.72%		99.75%		99.68%	
OP-13	Coordinated Cuts - Unbundled Loop										
OP-13A	Completed on Time, UBL - Analog, %			99.34%		99.58%		99.27%		98.50%	
OP-13A	Completed on Time, UBL Other, %			98.61%		96.97%		95.35%		98.21%	
OP-13B	Started Without CLEC Approval, UBL - Analog, %			0%		0%		0%		0%	
OP-13B	Started Without CLEC Approval, UBL Other, %			0%		1.52%		0%		0%	
OP-15A	Interval for Pending Orders Delayed Past Due Date										
OP-15A	Basic Rate ISDN, Avg Days		93.79		119.76		123.90		136.06		a b c d
OP-15A	Business, Avg Days		83.10		88.50		93.13		96.26		a b c d
OP-15A	Centrex 21, Avg Days		42.83		57.20		68.60		169.00		a b c d
OP-15A	Centrex, Avg Days		25.67		38.82		82.31		88.31		a b c d
OP-15A	DS0, Avg Days		380.50		402.50		283.67		444.50		a b c d
OP-15A	DS1, Avg Days		39.93		35.93		25.70		31.81	0.00	a b c d
OP-15A	DS3, Avg Days		58.09		56.83		97.33		22.44		a b c d
OP-15A	EELs, Avg Days			20.00		23.00		32.00		24.67	a b c d

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OP-15A	Frame Relay, Avg Days		75.38		25.68		24.75		26.32		a b c d
OP-15A	ISDN Primary, Avg Days		179.09		89.28		114.95		66.58		a b c d
OP-15A	Line Sharing, Avg Days			2.60		8.60		3.92		4.33	a b
OP-15A	LIS Trunk, Avg Days									4.00	a b c d
OP-15A	PBX, Avg Days		77.33		50.18		76.13		72.00		a b c d
OP-15A	Residence, Avg Days		60.10	2.00	72.76		75.69		70.35	0.00	a b c d
OP-15A	UBL - 2-wire, Avg Days		93.79	7.00	119.76	8.00	123.90	9.75	136.06	9.00	a b c d
OP-15A	UBL - 4-wire, Avg Days		39.93		35.93		25.70		31.81		a b c d
OP-15A	UBL - DS1 Capable, Avg Days		39.93	16.00	35.93	13.11	25.70	5.67	31.81	2.50	a b c d
OP-15A	UBL - DS3 Capable, Avg Days		58.09		56.83		97.33		22.44		a b c d
OP-15A	UBL Analog, Avg Days		65.78	8.59	76.52	14.31	85.30		80.87	4.52	c
OP-15A	UBL ISDN Capable, Avg Days		93.79	9.50	119.76	7.75	123.90	15.00	136.06	41.00	a b c d
OP-15A	UDIT Above DS1 Level, Avg Days		58.09		56.83		97.33		22.44		a b c d
OP-15A	UDIT DS1, Avg Days		39.93		35.93		25.70		31.81		a b c d
OP-15A	UNE-P, POTS, Avg Days		67.99	19.38	78.38	25.75	82.10	14.33	78.67	26.80	a b c d
OP-15A	UNE-P, Centrex, Avg Days		25.67		38.82		82.31		88.31		a b c d
OP-15A	UNE-P, Centrex 21, Avg Days		42.83		57.20		68.60		169.00	1.55	a b c
<b>OP-15B</b>	<b>Pending Orders Delayed for Facilities Reasons</b>										
OP-15B	Basic Rate ISDN		3		3		1		1		a b c d
OP-15B	Business		91		101		111		103		a b c d
OP-15B	Centrex 21		4		2		3		1		a b c d
OP-15B	Centrex		5		3		3		5		a b c d
OP-15B	DS0		0		0		0		0		a b c d
OP-15B	DS1		26		51		70		56	1	a b c d
OP-15B	DS3		4		4		4		6		a b c d
OP-15B	EELs			1		2		2		2	a b c d
OP-15B	Frame Relay		5		14		14		9		a b c d
OP-15B	ISDN Primary		8		7		8		2		a b c d
OP-15B	Line Sharing			4		4		12		12	a b c d
OP-15B	LIS Trunk									1	a b c d
OP-15B	PBX		2		2		3		5		a b c d
OP-15B	Residence		202	1	187		182		213	1	a b c d
OP-15B	UBL - 2-wire		3	1	3	1	1	4	1	5	a b c d

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			Qwest	CLEC	Qwest	CLEC	Owest	CLEC	Qwest	CLEC	
OP-15B	UBL - 4-wire		26		51		70		56		a b c d
OP-15B	UBL - DS1 Capable		26	0	51	4	70	2	56	2	a b c d
OP-15B	UBL - DS3 Capable		4		4		4		6		a b c d
OP-15B	UBL Analog		193	4	184	9	173		212	15	a b c d
OP-15B	UBL ISDN Capable		3	1	3	0	1	3	1	1	a b c d
OP-15B	UDIT Above DS1 Level		4		4		4		6		a b c d
OP-15B	UDIT DS1		26		51		70		56		a b c d
OP-15B	UNE-P, POTS		293	6	288	2	293	5	316	2	a b c d
OP-15B	UNE-P, Centrex		5		3		3		5		a b c d
OP-15B	UNE-P, Centrex 21		4		2		3		1	0	a b c d
<b>OP-17 Timeliness of Disconnects associated with LNP Orders</b>											
OP-17A	LNP, %			100%		100%		99.97%		99.92%	
OP-17B	LNP, %			100%		100%		100%		100%	
<b>OPERATOR SERVICES</b>											
<b>OS-1 Speed of Answer - Operator Services</b>											
OS-1	Average Seconds		9.26		9.86		8.92		8.69		a b c d
<b>PRE-ORDER/ORDER</b>											
<b>PO-1 Pre-Order/Order Response Times</b>											
PO-1A-1(a)	Appt. Sched, GUI Req, Avg Sec			0.55		0.57		0.55		0.56	
PO-1A-1(b-c)	Appt. Sched, GUI Resp/Accept, Avg Sec			2.44		2.6		2.24		1.77	
PO-1A-1Total	Appt. Sched, GUI Aggr, Avg Sec			2.99		3.17		2.79		2.33	
PO-1A-2(a)	Service Avail, GUI Req, Avg Sec			0.51		0.52		0.51		0.5	
PO-1A-2(b)	Service Avail, GUI Resp, Avg Sec			5.66		6.11		6.37		6.75	
PO-1A-2Total	Service Avail, GUI Aggr, Avg Sec			6.17		6.63		6.89		7.25	
PO-1A-3(a)	Facility Check, GUI Req, Avg Sec			0.7		0.72		0.7		0.7	
PO-1A-3(b)	Facility Check, GUI Resp, Avg Sec			7.41		7.73		7.63		7.48	
PO-1A-3Total	Facility Check, GUI Aggr, Avg Sec			8.11		8.45		8.33		8.18	
PO-1A-4(a)	Address Validation, GUI Req, Avg Sec			1.3		1.32		1.34		1.31	
PO-1A-4(b)	Address Validation, GUI Resp, Avg Sec			4.64		4.65		4.67		5.1	
PO-1A-4Total	Address Validation, GUI Aggr, Avg Sec			5.94		5.97		6.01		6.41	
PO-1A-5(a)	Get CSR, GUI Req, Avg Sec			0.69		0.74		0.72		0.7	
PO-1A-5(b)	Get CSR, GUI Resp, Avg Sec			6.55		5.79		5.82		5.59	
PO-1A-5Total	Get CSR, GUI Aggr, Avg Sec			7.23		6.53		6.54		6.28	

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PO-1A-6(a)	TN Reserv, GUI Req, Avg Sec			0.79		0.82		0.8		0.79	
PO-1A-6(b)	TN Reserv, GUI Resp, Avg Sec			4.45		4.91		4.69		4.5	
PO-1A-6(c)	TN Reserv, GUI Accept, Avg Sec			0.65		0.74		0.71		0.66	
PO-1A-6Total	TN Reserv, GUI Aggr, Avg Sec			5.89		6.47		6.2		5.94	
PO-1A-7(a)	Loop Qual Tools, GUI Req, Avg Sec			0.95		0.98		0.96		1.05	
PO-1A-7(b)	Loop Qual Tools, GUI Resp, Avg Sec			8.73		8.09		7.9		5.75	
PO-1A-7Total	Loop Qual Tools, GUI Aggr, Avg Sec			9.68		9.07		8.86		6.8	
PO-1A-8(a)	Resale of Qwest DSL Qual, GUI Req, Avg Sec			0.9		0.98		0.91		0.91	
PO-1A-8(b)	Resale of Qwest DSL Qual, GUI Resp, Avg Sec			5.51		6.66		6.09		5.63	
PO-1A-8Total	Resale of Qwest DSL Qual, GUI Aggr, Avg Sec			6.41		7.64		7		6.54	
PO-1A-9(a)	Connecting Facility Assign, GUI Req, Avg Sec			0.44		0.44		0.47		0.44	
PO-1A-9(b)	Connecting Facility Assign, GUI Resp, Avg Sec			17.83		18.14		14.1		8.25	
PO-1A-9Total	Connecting Facility Assign, GUI Aggr, Avg Sec			18.28		18.58		14.56		8.69	
PO-1A-10(a)	Meet Point Inquiry, GUI Req, Avg Sec			0.48		0.48		0.48		0.47	
PO-1A-10(b)	Meet Point Inquiry, GUI Resp, Avg Sec			19.85		19.95		13.51		4.87	
PO-1A-10Total	Meet Point Inquiry, GUI Aggr, Avg Sec			20.34		20.43		14		5.34	
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec			4.77		4.55		3.99		3.55	
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec			6.32		6.09		6.23		6.61	
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec			6.38		5.73		6.75		7.33	
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec			3.11		2.47		2.52		2.88	
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec			3.43		2.01		2.6		2.66	
PO-1B-6	TN Reserv, EDI Req Resp, Avg Sec			5.41		5.52		5.06		5.18	
PO-1B-7	Loop Qual Tools, EDI Req Resp, Avg Sec			9.23		8.64		9.67		7.24	
PO-1B-8	Resale of Qwest DSL Qual, EDI Req Resp, Avg Sec			6.31		6.11		5.16		5.74	
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec			18.12		16.97		12.37		8.03	
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec			20.77		20.29		13.09		5.41	
PO-1C-1	Timeout, GUI Total, %			0.05%		0.10%		0.02%		0.04%	
PO-1C-2	Timeout, EDI Total, %			0.07%		0%		0.02%		0.24%	
PO-1D-1	Rejected Query, GUI Total, Avg Sec			1.46		1.57		1.36		1.34	
PO-1D-2	Rejected Query, EDI Total, Avg Sec			2.84		3.15		2.15		1.84	
<b>PO-2</b>	<b>Electronic Flow-through</b>										
PO-2A-1	GUI, LNP, %			4.20%		7.75%		6.51%		6.74%	
PO-2A-1	GUI, Resale Aggr w/o UNE-P-POTS, %			78.07%		66.94%		68.19%		63.03%	

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			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-2A-1	GUI, UBL Aggr, %			19.19%		21.11%		23.86%		22.93%	
PO-2A-1	GUI, UNE-P, POTS, %			64.80%		65.97%		64.10%		57.37%	
PO-2A-2	EDI, LNP, %			57.97%		62.68%		64.58%		56.95%	
PO-2A-2	EDI, Resale Aggr w/o UNE-P-POTS, %			8.00%		6.25%		8.70%		8.57%	
PO-2A-2	EDI, UBL Aggr, %			48.20%		52.91%		54.12%		64.60%	
PO-2A-2	EDI, UNE-P, POTS, %			56.04%		64.62%		51.53%		60.10%	
PO-2B-1	All Eligible LSRs, GUI, LNP, %			71.43%		57.89%		77.78%		85.71%	a
PO-2B-1	All Eligible LSRs, GUI, POTS Resale, %			89.95%		78.12%		79.85%		75.95%	
PO-2B-1	All Eligible LSRs, GUI, UBL Aggr, %			80.70%		91.57%		92.05%		90.77%	
PO-2B-1	All Eligible LSRs, GUI, UNE-P, POTS, %			86.78%		91.81%		91.46%		88.01%	
PO-2B-2	All Eligible LSRs, EDI, LNP, %			98.95%		96.67%		95.30%		96.68%	
PO-2B-2	All Eligible LSRs, EDI, POTS Resale, %			40.00%		33.33%		50.00%		60.00%	a b c d
PO-2B-2	All Eligible LSRs, EDI, UBL Aggr, %			88.10%		91.16%		91.76%		91.10%	
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %			86.44%		91.10%		90.21%		91.26%	
<b>PO-3</b>	<b>LSR Rejection Notice Interval</b>										
PO-3A-1	GUI - Manual Reject, Product Aggr, Hrs:Min			10:51		2:47		3:12		9:54	
PO-3A-2	GUI - Auto-Reject, Product Aggr, Min:Sec			00:04		00:04		00:03		00:03	
PO-3B-1	EDI - Manual Reject, Product Aggr, Hrs:Min			3:00		1:52		3:01		3:27	
PO-3B-2	EDI - Auto-Reject, Product Aggr, Min:Sec			00:06		00:06		00:05		00:05	
PO-3C	Manual and IIS, Product Aggr, Hrs:Min			18:52		13:48		22:06		10:12	
<b>PO-4</b>	<b>LSRs Rejected</b>										
PO-4A-1	GUI - Manual Reject, Product Aggr, %			4.36%		2.25%		2.41%		2.20%	
PO-4A-2	GUI - Auto-Reject, Product Aggr, %			31.30%		32.17%		31.07%		31.56%	
PO-4B-1	EDI - Manual Reject, Product Aggr, %			8.19%		4.46%		4.57%		4.67%	
PO-4B-2	EDI - Auto-Reject, Product Aggr, %			24.11%		24.10%		20.28%		20.79%	
PO-4C	Facsimile, Product Aggr, %			44.83%		20.31%		27.87%		42.86%	
<b>PO-5</b>	<b>Firm Order Confirmations (FOCs) On Time</b>										
PO-5A-1(a)	Fully Electronic, GUI, Resale Aggr, %			100%		100%		100%		100%	
PO-5A-1(b)	Fully Electronic, GUI, UBL Aggr, %			100%		100%		100%		100%	
PO-5A-1(c)	Fully Electronic, GUI, LNP, %			100%		100%		100%		100%	a d
PO-5A-2(a)	Fully Electronic, EDI, Resale Aggr, %			99.47%		99.74%		100%		100%	
PO-5A-2(b)	Fully Electronic, EDI, UBL Aggr, %			98.71%		100%		100%		100%	
PO-5A-2(c)	Fully Electronic, EDI, LNP, %			99.82%		100%		100%		100%	

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## UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-5B-1(a)	Elec/Manual, GUI, Resale Aggr, %			97.83%		198.81%		95.61%		96.67%	
PO-5B-1(b)	Elec/Manual, GUI, UBL Aggr, %			99.72%		98.55%		99.11%		98.73%	
PO-5B-1(c)	Elec/Manual, GUI, LNP, %			100%		100%		99.42%		100%	
PO-5B-2(a)	Elec/Manual, EDI, Resale Aggr, %			99.36%		96.85%		96.89%		99.71%	
PO-5B-2(b)	Elec/Manual, EDI, UBL Aggr, %			100%		99.85%		99.28%		99.85%	
PO-5B-2(c)	Elec/Manual, EDI, LNP, %			100%		100%		100%		99.74%	
PO-5C-(a)	Manual, Resale Aggr, %			84.62%		66.67%		88.24%		93.75%	
PO-5C-(b)	Manual, UBL Aggr, %			100%		100%		100%		100%	b c d
PO-5C-(c)	Manual, LNP, %			100%		100%		100%		100%	c
PO-5D	LIS Trunk, %			100%		95.45%		100%		100%	
<b>PO-6</b>	<b>Work Completion Notification Timeliness</b>										
PO-6A	IMA - GUI, All, Hrs:Min			0:26		0:56		1:57		1:20	
PO-6B	IMA - EDI, All, Hrs:Min			0:15		0:47		1:19		0:35	
<b>PO-7</b>	<b>Billing Completion Notification Timeliness</b>										
PO-7A-C	IMA - GUI, All, %		97.32%	95.46%	98.11%	99.67%	98.46%	99.74%	98.48%	95.63%	a b c d
PO-7B-C	IMA - EDI, All, %		97.32%		98.11%		98.46%		98.48%		
<b>PO-8</b>	<b>Jeopardy Notice Interval</b>										
PO-8A	Non-Designed Services, Avg Days		4.48	2.00	4.86	0.00	5.05	2.00	5.22	2.40	a b c d
PO-8B	UBLs and LNP, Avg Days		4.48	3.44	4.86	7.60	5.05	4.75	5.22	4.28	
PO-8C	LIS Trunk, Avg Days				9.00						a b c d
PO-8D	UNE-P, POTS, Avg Days		4.48	1.67	4.86	27.75	5.05	3.75	5.22	4.88	a b c d
<b>PO-9</b>	<b>Timely Jeopardy Notices</b>										
PO-9A	Non-Designed Services, %		34.48%	50.00%	36.27%	0%	36.09%	100%	32.19%	50.00%	a b c d
PO-9B	UBLs and LNP, %		34.48%	4.31%	36.27%	25.00%	36.09%	36.36%	32.19%	42.86%	d
PO-9C	LIS Trunk, %			0%	50.00%		0%		0%		a b c d
PO-9D	UNE-P, POTS, %		34.48%	25.00%	36.27%	0%	36.09%	50.00%	32.19%	33.33%	a b c d
<b>PO-10</b>	<b>LSR Accountability</b>										
PO-10	Product Aggr, %			100%		100%		100%		100%	
<b>PO-15</b>	<b>Number of Due Date Changes per Order</b>										
PO-15	All, Avg Days		0.06	0.12	0.04	0.11	0.04	0.08	0.03	0.08	
<b>PO-16</b>	<b>Timely Release Notifications</b>										
PO-16	Default, %					100%		100%		100%	a b c d
<b>PO-19</b>	<b>Stand-Alone Test Environment (SATE) Accuracy</b>										



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## UTAH PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
PO-19	SATE Accuracy, %			98.95%							b c d
PO-19A	SATE Accuracy, Rel. 10.0, %					100%		98.45%		98.45%	a
PO-19A	SATE Accuracy, Rel. 8.0, %					100%		99.47%		98.94%	a
PO-19A	SATE Accuracy, Rel. 9.0, %					99.47%		100%		98.94%	a
PO-19A	SATE Accuracy, Rel. VICKI, %					100%		100%		100%	a
PO-19B	SATE Accuracy, %					99.16%					a c d
<b>PO-20</b>	<b>Manual Service Order Accuracy</b>										
PO-20	POTS Resale, %			90.25%		90.58%		92.78%		96.88%	
PO-20	UBL Aggr, %			96.46%		95.20%		95.16%		94.42%	

**Metric Number:**

\* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party

**DR: Disaggregation Reporting**

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State Level

**Notes:**

a = Sample size less than or equal to 10 in June 2002

b = Sample size less than or equal to 10 in July 2002

c = Sample size less than or equal to 10 in August 2002

d = Sample size less than or equal to 10 in September 2002

## Appendix I

### Washington Performance Metrics

The data in this appendix are taken from Qwest November 15 Ex Parte Letter Attach. I (Statewide Average Performance Summary, CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and *may* rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and *may* rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

## PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name
<b>Billing</b>	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
<b>Collocation</b>	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
<b>Directory Assistance</b>	
DA-1	Speed of Answer - Directory Assistance
<b>Database Updates</b>	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
<b>Electronic Gateway Availability</b>	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
<b>Interconnect Repair</b>	
MR-2	Interconnect Repair - Answered within 20 Seconds - Interconnect Repair Ctr
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
<b>Network Performance</b>	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
<b>Order Accuracy</b>	
OA-1	Order Accuracy, Default %
<b>Ordering and Provisioning</b>	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Ctr
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
<b>Operator Services</b>	
OS-1	Speed of Answer - Operator Services
<b>Pre-Order/Order</b>	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

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**WASHINGTON PERFORMANCE METRIC DATA**

WASHINGTON PERFORMANCE											
Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
BILLING											
BI-1	Time to Provide Recorded Usage Records			6.43	2.58	5.62	2.66	5.98	2.54	4.54	2.28
BI-1A	UNEs and Resale Aggr, Avg Days				99.53%		99.89%		99.85%		100%
BI-1B	Jointly-provided Switched Access, %										
BI-1C-1	[CAT11], UNEs and Resale Aggr, Avg Days			6.43	2.57	5.62	2.67	5.98	2.58	4.54	2.33
BI-1C-2	[CAT10], UNEs and Resale Aggr, Avg Days			6.43	2.59	5.62	2.65	5.98	2.47	4.54	2.21
BI-2	Invoices Delivered within 10 Days										
BI-2	All, %				100%		100%		100%		100%
BI-3	Billing Accuracy - Adjustments for Errors										
BI-3A	UNEs and Resale Aggr, %			99.44%	97.02%	99.05%	91.32%	99.32%	79.88%	99.19%	94.99%
BI-3B	Reciprocal Compensation, %				100%		100%		100%		100%
BI-4	Billing Completeness										
BI-4A	UNEs and Resale Aggr, %			98.37%	98.52%	98.25%	99.31%	98.44%	99.23%	98.78%	97.79%
BI-4B	Reciprocal Compensation, %				100%		100%		100%		100%
BI-5	Billing Accuracy & Claims Processing										
BI-5A	Acknowledgment, All, %				91.30%		89.52%		100%		99.70%
BI-5B	Resolution, All, %				90.18%		74.66%		96.38%		100%
COLLOCATION											
CP-1	Collocation Completion Interval										
CP-1A	90 Calendar Days or Less, All, Avg Days				59.00		58.00		69.00		a b c d
CP-1B	91 to 120 Calendar Days, All, Avg Days				95.00		83.20		47.00		62.80 a b c d
CP-1C	121 to 150 Calendar Days, All, Avg Days				90.00		73.67		98.00		a b c d
CP-2	Collocations Completed within Scheduled Intervals										
CP-2A	Forecasted , All, %						100%				a b c d
CP-2B	Non-Forecasted & Late Forecasted , All, %				100%		100%		100%		100% a b c d
CP-2C	w/ Intervals Longer than 120 Days, All, %				100%		100%		100%		a b c d
CP-3	Collocation Feasibility Study Interval										
CP-3	All, Avg Days				6.00		2.75		4.67		6.50 a b c d
CP-4	Collocation Feasibility Study Commitments Met										
CP-4	All, %				100%		100%		100%		100% a b c d
DIRECTORY ASSISTANCE											
DA-1	Speed of Answer - Directory Assistance										
DA-1	Average Seconds			8.54		8.77		8.36		8.68	a b c d
DATABASE UPDATES											

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
<b>DB-1</b>	<b>Time to Update Databases</b>										
DB-1A	E911, Hrs:Min			6:47		6:31		4:23		3:30	
DB-1B	LIDB, Avg Sec			1.47		1.32		1.26		1.27	
DB-1C-1	Directory Listing, Avg Sec			0.06		0.05		0.05		0.05	
<b>DB-2</b>	<b>Accurate Database Updates</b>										
DB-2C-1	Directory Listing, %			95.70%		95.12%		96.12%		96.38%	
<b>ELECTRONIC GATEWAY AVAILABILITY</b>											
GA-1A	IMA-GUI, All, %			99.93%		100%		98.75%		100%	
GA-1B	IMA-GUI, Fetch-n-Stuff, %			100%		100%		100%		100%	
GA-1C	IMA-GUI, Data Arbiter, %			100%		100%		99.96%		100%	
GA-1D	IMA-GUI, SIA, %			100%		99.55%		100%		99.95%	
GA-2	IMA-EDI, %			99.93%		100%		98.26%		99.80%	
GA-3	EB-TA, %			100%		99.54%		99.31%		99.94%	
GA-4	EXACT, %			99.93%		100%		100%		100%	
GA-6	GUI - Repair, %			100%		99.50%		99.92%		100%	
GA-7	Timely Outage Resolution following Software Releases, %							100%			a b c d
<b>MAINTENANCE AND REPAIR</b>											
<b>MR-2</b>	<b>Calls Answered within Twenty Seconds - Interconnect Repair Center</b>										
MR-2	All, %			78.59%	80.32%	78.57%	78.71%	84.85%	87.02%	86.24%	85.75%
<b>MR-3</b>	<b>Out of Service Cleared within 24 Hours</b>										
MR-3	Basic Rate ISDN, %	D		98.80%		100%		98.97%		100%	a b c d
MR-3	Basic Rate ISDN, %	ND		100%		100%		100%		100%	a b c d
MR-3	Business, %	D		93.28%	97.14%	90.73%	89.19%	93.04%	90.74%	92.78%	97.92%
MR-3	Business, %	ND		95.93%	100%	99.09%	100%	97.05%	100%	83.22%	93.33%
MR-3	Centrex 21, %	D		91.78%		95.81%		91.91%		87.82%	a b c d
MR-3	Centrex 21, %	ND		98.00%		98.41%		98.28%		80.88%	a b c d
MR-3	Centrex, %	ND		96.10%	100%	92.59%	100%	97.47%	50.00%	95.70%	a b c d
MR-3	Centrex, %	D		89.44%	100%	85.71%	100%	93.94%	100%	92.50%	a b c d
MR-3	Line Sharing, %	D		93.16%	75.00%	90.77%	42.86%	92.31%	76.92%	92.93%	71.43%
MR-3	Line Sharing, %	ND		98.27%	100%	97.73%	100%	97.91%	90.00%	92.12%	75.00%
MR-3	PBX, %	D		92.68%	100%	94.23%		97.92%	100%	94.44%	100%
MR-3	PBX, %	ND		98.73%	100%	99.03%	100%	100%	100%	100%	100%
MR-3	Qwest DSL, %			90.16%		82.15%		90.40%		90.46%	100%

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-3	Residence, %	ND	98.60%	83.33%	97.44%	100%	98.03%	100%	94.18%	80.00%	d
MR-3	Residence, %	D	93.14%	98.44%	90.77%	97.20%	92.22%	98.02%	92.95%	95.51%	
MR-3	UBL - 2-wire, %		99.52%	100%	100%	100%	99.55%	100%	100%	100%	
MR-3	UBL - ADSL Qualified, %		90.16%	100%	82.15%	100%	90.40%	100%	90.46%	100%	a b c d
MR-3	UBL Analog, %		93.97%	100%	92.13%	100%	93.24%	100%	92.79%	100%	
MR-3	UBL ISDN Capable, %		99.52%	94.12%	100%	100%	99.55%	100%	100%	100%	
MR-3	UNE-P, POTS, %	ND	98.27%	100%	97.73%	100%	97.91%	100%	92.12%	80.00%	
MR-3	UNE-P, POTS, %	D	93.16%	97.53%	90.77%	85.71%	92.31%	94.25%	92.93%	94.67%	
MR-3	UNE-P, Centrex, %	ND	96.10%	100%	92.59%	100%	97.47%	100%	95.70%	75.00%	a b c d
MR-3	UNE-P, Centrex, %	D	89.44%	100%	85.71%	100%	93.94%	100%	92.50%	100%	a b c
MR-3	UNE-P, Centrex 21, %	D	91.78%	100%	95.81%	83.33%	91.91%	100%	87.82%	50.00%	a b c d
MR-3	UNE-P, Centrex 21, %	ND	98.00%	100%	98.41%	100%	98.28%		80.88%	100%	a b c d
<b>MR-4</b>	<b>All Troubles Cleared within 48 Hours</b>										
MR-4	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-4	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-4	Business, %	D	97.67%	97.67%	96.68%	97.62%	97.95%	97.37%	96.98%	96.92%	
MR-4	Business, %	ND	99.16%	100%	99.71%	100%	99.15%	100%	92.03%	97.62%	
MR-4	Centrex 21, %	D	96.97%		97.75%		95.31%		97.00%		a b c d
MR-4	Centrex 21, %	ND	99.10%		99.25%	100%	100%		91.67%		a b c d
MR-4	Centrex, %	ND	98.39%	100%	96.15%	100%	98.37%	66.67%	96.88%		a b c d
MR-4	Centrex, %	D	97.80%	100%	92.20%	100%	95.95%	100%	96.24%		a c d
MR-4	Line Sharing, %	ND	99.65%	95.24%	99.70%	94.44%	99.44%	100%	97.15%	100%	c d
MR-4	Line Sharing, %	D	98.37%	72.73%	97.67%	87.50%	98.17%	92.31%	98.31%	85.71%	d
MR-4	PBX, %	D	97.83%	100%	96.55%		98.04%	100%	100%	100%	a b c d
MR-4	PBX, %	ND	98.85%	100%	99.13%	100%	100%	100%	100%	100%	a b c d
MR-4	Qwest DSL, %		96.88%		90.39%		96.01%		95.06%	100%	a b c d
MR-4	Residence, %	D	98.46%	100%	97.79%	99.17%	98.20%	100%	98.48%	99.01%	
MR-4	Residence, %	ND	99.72%	100%	99.70%	100%	99.49%	100%	98.20%	93.33%	
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UBL - ADSL Qualified, %		96.88%	100%	90.39%	100%	96.01%	100%	95.06%	100%	a b c d
MR-4	UBL Analog, %		98.68%	100%	98.20%	100%	98.48%	100%	98.02%	100%	
MR-4	UBL ISDN Capable, %		100%	98.15%	100%	100%	100%	100%	100%	100%	
MR-4	UNE-P, POTS, %	ND	99.65%	100%	99.70%	100%	99.44%	100%	97.15%	96.83%	
MR-4	UNE-P, POTS, %	D	98.37%	99.15%	97.67%	98.36%	98.17%	99.02%	98.31%	96.51%	

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-4	UNE-P, Centrex, %	D	97.80%	100%	92.20%	100%	95.95%	100%	96.24%	94.12%	b c
MR-4	UNE-P, Centrex, %	ND	98.39%	100%	96.15%	100%	98.37%	100%	96.88%	92.31%	a b c
MR-4	UNE-P, Centrex 21, %	D	96.97%	100%	97.75%	100%	95.31%	100%	97.00%	66.67%	a b c d
MR-4	UNE-P, Centrex 21, %	ND	99.10%	100%	99.25%	100%	100%	100%	91.67%	100%	b c d
<b>MR-5</b>	<b>All Troubles Cleared within 4 Hours</b>										
MR-5	DS0, %		81.33%	50.00%	74.35%	100%	81.43%	100%	73.72%	100%	a b c d
MR-5	DS1, %		84.60%	91.67%	79.34%	85.71%	81.07%	83.33%	83.70%	75.00%	b c d
MR-5	DS3, %		77.78%		75.00%		88.89%		94.44%		a b c d
MR-5	E911, %		66.67%		100%	100%	100%	100%			a b c d
MR-5	EELs, %			83.33%		100%		33.33%		100%	b c d
MR-5	Frame Relay, %		85.59%		85.91%		84.24%		81.71%		a b c d
MR-5	ISDN Primary, %		96.30%	100%	93.75%	100%	88.46%		90.70%		a b c d
MR-5	LIS Trunk, %		100%	95.00%	100%	87.50%	86.67%	88.89%	93.33%	90.91%	c
MR-5	UBL - 4-wire, %		84.60%	100%	79.34%	100%	81.07%	100%	83.70%		a b c d
MR-5	UBL - DS1 Capable, %		84.60%	79.45%	79.34%	81.94%	81.07%	73.13%	83.70%	81.36%	
MR-5	UBL - DS3 Capable, %		77.78%		75.00%		88.89%		94.44%		a b c d
MR-5	UDIT Above DS1 Level, %		77.78%	100%	75.00%	50.00%	88.89%	66.67%	94.44%	100%	a b c d
MR-5	UDIT DS1, %		84.60%	100%	79.34%	100%	81.07%	100%	83.70%		a b c d
<b>MR-6</b>	<b>Mean Time to Restore</b>										
MR-6	Basic Rate ISDN, Hrs:Min	D	4:53		3:54		4:12		4:02		a b c d
MR-6	Basic Rate ISDN, Hrs:Min	ND	0:56		1:21		1:14		1:01		a b c d
MR-6	Business, Hrs:Min	D	10:21	7:54	12:12	14:30	11:45	11:19	11:30	9:16	
MR-6	Business, Hrs:Min	ND	4:02	2:38	3:59	3:48	4:27	4:19	9:59	5:32	
MR-6	Centrex 21, Hrs:Min	D	9:55		10:57		14:04		12:00		a b c d
MR-6	Centrex 21, Hrs:Min	ND	4:05		5:20	0:21	3:42		10:53		a b c d
MR-6	Centrex, Hrs:Min	D	12:08	2:23	23:17	9:00	10:44	1:17	10:23		a c d
MR-6	Centrex, Hrs:Min	ND	9:06	6:09	13:10	4:22	7:19	21:39	6:58		a b c d
MR-6	DS0, Hrs:Min		2:59	4:16	2:47	1:53	2:47	1:17	4:15	1:05	a b c d
MR-6	DS1, Hrs:Min		1:59	1:17	2:36	2:41	2:39	2:27	2:21	2:14	b c d
MR-6	DS3, Hrs:Min		1:58		2:36		1:36		1:23		a b c d
MR-6	E911, Hrs:Min		8:21		0:33	0:34	0:02	1:40			a b c d
MR-6	EELs, Hrs:Min			1:55		1:35		5:15		0:44	b c d
MR-6	Frame Relay, Hrs:Min		2:06		2:00		2:18		3:15		a b c d
MR-6	ISDN Primary, Hrs:Min		1:11	0:58	3:04	0:38	2:18		1:33		a b c d

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-6	Line Sharing, Hrs:Min	D	13:37	37:49	14:40	39:47	14:03	21:31	13:50	14:50	d
MR-6	Line Sharing, Hrs:Min	ND	5:18	12:29	6:11	8:57	6:24	4:55	8:03	13:03	c d
MR-6	LIS Trunk, Hrs:Min		0:32	1:09	1:12	2:23	2:19	2:09	1:19	1:35	c
MR-6	PBX, Hrs:Min	D	11:02	1:21	9:30		7:42	3:08	6:30	6:46	a b c d
MR-6	PBX, Hrs:Min	ND	2:10	1:33	4:06	2:09	2:06	0:17	2:21	0:20	a b c d
MR-6	Qwest DSL, Hrs:Min		11:17		15:22		9:35		9:37	10:17	a b c d
MR-6	Residence, Hrs:Min	D	14:01	9:53	14:58	11:34	14:20	13:15	14:08	11:01	
MR-6	Residence, Hrs:Min	ND	5:30	4:38	6:39	2:19	6:43	5:01	7:40	9:51	
MR-6	UBL - 2-wire, Hrs:Min		2:30	2:14	2:17	3:07	2:31	2:36	2:22	2:18	
MR-6	UBL - 4-wire, Hrs:Min		1:59	0:50	2:36	1:47	2:39	1:39	2:21		a b c d
MR-6	UBL - ADSL Qualified, Hrs:Min		11:17	4:12	15:22	3:41	9:35	3:48	9:37	1:25	a b c d
MR-6	UBL - DS1 Capable, Hrs:Min		1:59	2:43	2:36	3:00	2:39	3:10	2:21	2:25	
MR-6	UBL - DS3 Capable, Hrs:Min		1:58		2:36		1:36		1:23		a b c d
MR-6	UBL Analog, Hrs:Min		11:35	2:51	12:27	2:56	12:12	3:03	12:25	2:39	
MR-6	UBL ISDN Capable, Hrs:Min		2:30	5:09	2:17	2:24	2:31	2:23	2:22	2:13	
MR-6	UDIT Above DS1 Level, Hrs:Min		1:58	1:09	2:36	4:48	1:36	2:07	1:23	0:33	a b c d
MR-6	UDIT DS1, Hrs:Min		1:59	1:00	2:36	1:31	2:39	1:10	2:21		a b c d
MR-6	UNE-P, POTS, Hrs:Min	D	13:37	9:04	14:40	13:00	14:03	9:48	13:50	11:49	
MR-6	UNE-P, POTS, Hrs:Min	ND	5:18	3:30	6:11	3:53	6:24	4:20	8:03	5:30	
MR-6	UNE-P, Centrex, Hrs:Min	D	12:08	10:04	23:17	15:01	10:44	8:25	10:23	12:42	b c
MR-6	UNE-P, Centrex, Hrs:Min	ND	9:06	6:31	13:10	3:33	7:19	2:36	6:58	14:05	a b c
MR-6	UNE-P, Centrex 21, Hrs:Min	D	9:55	7:15	10:57	13:53	14:04	5:17	12:00	28:53	a b c d
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	4:05	4:38	5:20	7:14	3:42	2:45	10:53	2:41	b c d
<b>MR-7</b>	<b>Repair Repeat Report Rate</b>										
MR-7	Basic Rate ISDN, %	D	22.62%		16.05%		27.84%		17.28%		a b c d
MR-7	Basic Rate ISDN, %	ND	18.11%		18.84%		21.26%		13.13%		a b c d
MR-7	Business, %	D	11.18%	6.82%	12.41%	17.78%	12.21%	16.46%	10.91%	7.69%	
MR-7	Business, %	ND	13.93%	10.42%	9.94%	13.21%	13.62%	9.80%	11.71%	16.67%	
MR-7	Centrex 21, %	D	11.94%		14.60%		11.17%		13.66%		a b c d
MR-7	Centrex 21, %	ND	16.22%		17.91%	0%	19.53%		18.75%		a b c d
MR-7	Centrex, %	D	7.94%	0%	8.53%	0%	8.67%	0%	12.95%		a c d
MR-7	Centrex, %	ND	12.90%	0%	10.00%	0%	17.07%	33.33%	10.16%		a b c d
MR-7	DS0, %		16.44%	25.00%	19.48%	0%	21.53%	0%	18.59%	0%	a b c d
MR-7	DS1, %		28.48%	58.33%	31.39%	28.57%	28.46%	16.67%	25.10%	50.00%	b c d



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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7	DS3, %		22.22%		25.00%		25.93%		11.11%		a b c d
MR-7	E911, %		66.67%		66.67%	0%	0%	0%			a b c d
MR-7	EELs, %			33.33%	33.33%			66.67%		33.33%	b c d
MR-7	Frame Relay, %		20.52%		19.55%		19.21%		16.57%		a b c d
MR-7	ISDN Primary, %		14.81%	0%	21.88%	100%	15.38%		18.60%		a b c d
MR-7	Line Sharing, %	D	46.34%	59.09%	41.62%	41.18%	48.59%	21.43%	53.73%	37.50%	d
MR-7	Line Sharing, %	ND	23.69%	19.05%	27.71%	16.67%	38.50%	10.00%	41.16%	37.50%	c d
MR-7	Line Sharing, %		0%	30.00%	16.67%	12.50%	20.00%	0%	6.67%	0%	c
MR-7	LIS Trunk, %										
MR-7	PBX, %	D	17.39%	0%	13.56%		13.73%	0%	7.50%	50.00%	a b c d
MR-7	PBX, %	ND	14.94%	50.00%	13.04%	0%	8.93%	0%	16.67%	50.00%	a b c d
MR-7	PBX, %		29.91%		31.50%		40.72%		44.24%	100%	a b c d
MR-7	Qwest DSL, %										
MR-7	Residence, %	D	11.77%	8.75%	12.25%	8.87%	11.60%	10.48%	11.68%	7.77%	
MR-7	Residence, %	ND	12.62%	14.29%	11.25%	12.20%	11.23%	17.14%	11.24%	13.33%	
MR-7	Residence, %		19.91%	2.56%	17.81%	14.81%	24.11%	9.68%	15.00%	23.53%	
MR-7	UBL - 2-wire, %		28.48%	50.00%	31.39%	0%	28.46%	0%	25.10%		a b c d
MR-7	UBL - 4-wire, %		29.91%	0%	31.50%	0%	40.72%	0%	44.24%	0%	a b c d
MR-7	UBL - ADSL Qualified, %		28.48%	28.77%	31.39%	26.39%	28.46%	26.87%	25.10%	22.03%	
MR-7	UBL - DS1 Capable, %		22.22%		25.00%		25.93%		11.11%		a b c d
MR-7	UBL - DS3 Capable, %		11.97%	10.97%	11.95%	8.99%	11.64%	11.97%	11.53%	14.60%	
MR-7	UBL Analog, %		19.91%	18.52%	17.81%	16.28%	24.11%	20.93%	15.00%	25.93%	
MR-7	UBL ISDN Capable, %		22.22%	0%	25.00%	0%	25.93%	33.33%	11.11%	33.33%	a b c d
MR-7	UDIT Above DS1 Level, %		28.48%	33.33%	31.39%	0%	28.46%	0%	25.10%		a b c d
MR-7	UDIT DS1, %										
MR-7	UNE-P, POTS, %	ND	12.81%	25.35%	11.03%	13.89%	11.55%	14.29%	11.32%	25.40%	
MR-7	UNE-P, POTS, %	D	11.71%	15.57%	12.27%	7.26%	11.67%	16.35%	11.59%	8.99%	
MR-7	UNE-P, Centrex, %	ND	12.90%	16.67%	10.00%	60.00%	17.07%	25.00%	10.16%	23.08%	a b c
MR-7	UNE-P, Centrex, %	D	7.94%	14.29%	8.53%	16.67%	8.67%	33.33%	12.95%	17.65%	b c
MR-7	UNE-P, Centrex 21, %	ND	16.22%	28.57%	17.91%	16.67%	19.53%	0%	18.75%	22.22%	b c d
MR-7	UNE-P, Centrex 21, %	D	11.94%	0%	14.60%	14.29%	11.17%	0%	13.66%	0%	a b c d
MR-7*	Basic Rate ISDN, %	D	20.27%		16.95%		34.25%				a b c d
MR-7*	Basic Rate ISDN, %	ND	14.00%		31.82%		15.22%				a b c d
MR-7*	Business, %	D	10.99%	8.57%	12.51%	15.38%	11.78%	17.65%			d
MR-7*	Business, %	ND	15.31%	15.63%	9.15%	15.38%	14.56%	8.33%			a b c d
MR-7*	Centrex 21, %	D	13.25%		14.36%		10.29%				a b c d
MR-7*	Centrex 21, %	ND	16.67%		12.86%	0%	23.44%				a b c d

## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7*	Centrex, %	D	8.02%	0%	9.50%	0%	10.08%	0%			a c d
MR-7*	Centrex, %	ND	15.00%	0%	7.79%	0%	14.46%	0%			a b c d
MR-7*	DS0, %		13.51%	33.33%	16.93%	0%	21.62%				a b c d
MR-7*	DS1, %		29.96%	55.56%	33.69%	100%	31.41%	33.33%			a b c d
MR-7*	DS3, %		23.08%		16.67%		21.43%				a b c d
MR-7*	E911, %		50.00%		50.00%			0%			a b c d
MR-7*	EELs, %			33.33%		33.33%		100%			a b c d
MR-7*	Frame Relay, %		19.71%		21.80%		21.48%				a b c d
MR-7*	ISDN Primary, %		12.50%	0%	0%	100%	8.33%				a b c d
MR-7*	Line Sharing, %	D	56.60%	61.90%	42.47%	53.85%	56.63%	20.00%			c d
MR-7*	Line Sharing, %	ND	18.68%	23.08%	27.85%	25.00%	42.49%	33.33%			b c d
MR-7*	Line Sharing, %		0%	50.00%	7.69%	10.00%	21.43%	0%			b c d
MR-7*	LIS Trunk, %	D	19.44%		16.33%		16.67%	0%			a b c d
MR-7*	PBX, %	ND	12.90%		12.07%		13.21%				a b c d
MR-7*	PBX, %		27.23%		31.29%		45.18%				a b c d
MR-7*	Qwest DSL, %	D	11.59%	7.69%	11.89%	8.62%	11.56%	10.00%			d
MR-7*	Residence, %	ND	13.96%	11.76%	12.28%	16.00%	12.64%	16.67%			d
MR-7*	Residence, %		17.74%	0%	23.30%	13.33%	26.89%	14.29%			d
MR-7*	UBL - 2-wire, %		29.96%	50.00%	33.69%		31.41%				a b c d
MR-7*	UBL - 4-wire, %		27.23%	0%	31.29%	0%	45.18%	0%			a b c d
MR-7*	UBL - ADSL Qualified, %		29.96%	32.73%	33.69%	22.00%	31.41%	36.00%			d
MR-7*	UBL - DS1 Capable, %		23.08%		16.67%		21.43%				a b c d
MR-7*	UBL - DS3 Capable, %		11.87%	9.76%	11.90%	7.39%	11.76%	13.19%			d
MR-7*	UBL Analog, %		17.74%	17.50%	23.30%	12.90%	26.89%	17.65%			d
MR-7*	UBL ISDN Capable, %		23.08%	0%	16.67%	0%	21.43%	0%			a b c d
MR-7*	UDIT Above DS1 Level, %		29.96%	33.33%	33.69%	0%	31.41%	0%			a b c d
MR-7*	UDIT DS1, %		11.52%	15.32%	11.95%	5.88%	11.58%	13.98%			d
MR-7*	UNE-P, POTS, %	D	14.19%	20.93%	11.62%	13.51%	12.94%	10.26%			d
MR-7*	UNE-P, POTS, %	ND	8.02%	16.67%	9.50%	16.67%	10.08%	40.00%			b c d
MR-7*	UNE-P, Centrex, %	D	15.00%	0%	7.79%	50.00%	14.46%	40.00%			a b c d
MR-7*	UNE-P, Centrex, %	ND	13.25%	0%	14.36%	16.67%	10.29%	0%			a b c d
MR-7*	UNE-P, Centrex 21, %	D	16.67%	42.86%	12.86%	0%	23.44%	0%			a b c d
MR-7*	UNE-P, Centrex 21, %	ND									
MR-8	Trouble Rate										
MR-8	Basic Rate ISDN, %		0.92%	0%	0.96%	0%	0.99%	0%	0.81%	0%	

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**WASHINGTON PERFORMANCE METRIC DATA**

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8	Business, %		0.56%	0.77%	0.67%	0.77%	0.55%	0.97%	0.57%	0.78%	
MR-8	Centrex 21, %		0.45%	0%	0.52%	0.74%	0.47%	0%	0.50%	0%	
MR-8	Centrex, %		0.31%	0.25%	0.34%	0.55%	0.28%	0.20%	0.27%	0%	
MR-8	Dark Fiber - IOF, %			0%		0%		0%		0%	a b c d
MR-8	Dark Fiber - Loop, %			0%		0%		0%		0%	
MR-8	DS0, %		0.59%	0.54%	0.67%	0.55%	0.62%	0.11%	0.64%	0.12%	
MR-8	DS1, %		1.75%	9.02%	1.87%	5.22%	1.64%	4.17%	1.66%	2.74%	
MR-8	DS3, %		0.55%		0.37%	0%	0.82%		0.55%		a b c d
MR-8	E911, %		0.25%	0%	0.24%	0.20%	0.08%	0.40%	0%	0%	
MR-8	EELs, %			8.45%		1.78%		1.52%		3.02%	
MR-8	Frame Relay, %		1.68%		1.64%		1.53%		1.35%		a b c d
MR-8	ISDN Primary, %		0.03%	1.56%	0.03%	1.56%	0.03%	0%	0.04%	0%	
MR-8	Line Sharing, %		0.98%	0.86%	1.09%	0.68%	1.02%	0.45%	0.94%	0.29%	
MR-8	LIS Trunk, %		0.01%	0.01%	0.01%	0.01%	0.01%	0%	0.01%	0.01%	
MR-8	PBX, %		0.14%	0.23%	0.18%	0.12%	0.17%	0.23%	0.16%	0.58%	
MR-8	Qwest DSL, %		1.37%	0%	2.01%	0%	2.63%	0%	1.85%	33.33%	a b c d
MR-8	Residence, %		1.10%	1.13%	1.20%	1.65%	1.15%	1.48%	1.03%	1.19%	
MR-8	UBL - 2-wire, %		0.92%	0.59%	0.96%	0.41%	0.99%	0.47%	0.81%	0.26%	
MR-8	UBL - 4-wire, %		1.75%	0.77%	1.87%	0.39%	1.64%	0.81%	1.66%	0%	
MR-8	UBL - ADSL Qualified, %		1.37%	0.34%	2.01%	0.52%	2.63%	0.71%	1.85%	0.18%	
MR-8	UBL - DS1 Capable, %		1.75%	2.60%	1.87%	2.47%	1.64%	2.19%	1.66%	1.87%	
MR-8	UBL - DS3 Capable, %		0.55%		0.37%		0.82%		0.55%		a b c d
MR-8	UBL Analog, %		0.98%	0.53%	1.09%	0.58%	1.02%	0.55%	0.94%	0.48%	
MR-8	UBL ISDN Capable, %		0.92%	1.67%	0.96%	1.34%	0.99%	1.33%	0.81%	0.84%	
MR-8	UDIT Above DS1 Level, %		0.55%	1.47%	0.37%	0.98%	0.82%	1.44%	0.55%	1.33%	
MR-8	UDIT DS1, %		1.75%	3.31%	1.87%	0.53%	1.64%	3.17%	1.66%	0%	
MR-8	UNE-P, POTS, %		0.98%	0.73%	1.09%	0.76%	1.02%	0.71%	0.94%	0.61%	
MR-8	UNE-P, Centrex, %		0.31%	0.69%	0.34%	0.43%	0.28%	0.59%	0.27%	1.29%	
MR-8	UNE-P, Centrex 21, %		0.45%	0.85%	0.52%	0.72%	0.47%	0.28%	0.50%	0.67%	
MR-8*	Basic Rate ISDN, %		0.54%	0%	0.45%	0%	0.53%	0%			d
MR-8*	Business, %		0.45%	0.56%	0.53%	0.51%	0.44%	0.69%			d
MR-8*	Centrex 21, %		0.32%	0%	0.37%	0.74%	0.34%	0%			d
MR-8*	Centrex, %		0.24%	0.14%	0.26%	0.44%	0.22%	0.12%			d
MR-8*	Dark Fiber - IOF, %			0%		0%		0%			d

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8*	Dark Fiber - Loop, %			0%		0%		0%			a b c d
MR-8*	DS0, %		0.42%	0.40%	0.48%	0.33%	0.40%	0%			d
MR-8*	DS1, %		1.08%	6.77%	1.20%	1.49%	1.00%	2.08%			d
MR-8*	DS3, %		0.40%		0.18%	0%	0.43%				a b c d
MR-8*	E911, %		0.16%	0%	0.16%	0%	0%	0.20%			d
MR-8*	EELs, %			6.34%		1.78%		1.02%			d
MR-8*	Frame Relay, %		1.00%		0.99%		1.02%				a b c d
MR-8*	ISDN Primary, %		0.01%	1.56%	0.01%	1.56%	0.01%	0%			d
MR-8*	Line Sharing, %		0.81%	0.68%	0.90%	0.33%	0.84%	0.24%			d
MR-8*	LIS Trunk, %		0.01%	0.01%	0.01%	0%	0.01%	0%			d
MR-8*	PBX, %		0.07%	0%	0.11%	0%	0.10%	0.12%			d
MR-8*	Qwest DSL, %		0.72%	0%	0.98%	0%	1.43%	0%			a b c d
MR-8*	Residence, %		0.91%	0.99%	1.00%	1.41%	0.95%	1.23%			d
MR-8*	UBL - 2-wire, %		0.54%	0.24%	0.45%	0.23%	0.53%	0.32%			d
MR-8*	UBL - 4-wire, %		1.08%	0.77%	1.20%	0%	1.00%	0%			d
MR-8*	UBL - ADSL Qualified, %		0.72%	0.17%	0.98%	0.35%	1.43%	0.53%			d
MR-8*	UBL - DS1 Capable, %		1.08%	1.96%	1.20%	1.72%	1.00%	1.64%			d
MR-8*	UBL - DS3 Capable, %		0.40%		0.18%		0.43%				a b c d
MR-8*	UBL Analog, %		0.81%	0.36%	0.90%	0.38%	0.84%	0.39%			d
MR-8*	UBL ISDN Capable, %		0.54%	1.23%	0.45%	0.97%	0.53%	1.05%			d
MR-8*	UDIT Above DS1 Level, %		0.40%	0.98%	0.18%	0.49%	0.43%	0.48%			d
MR-8*	UDIT DS1, %		1.08%	3.31%	1.20%	0.53%	1.00%	2.65%			d
MR-8*	UNE-P, POTS, %		0.81%	0.58%	0.90%	0.54%	0.84%	0.52%			d
MR-8*	UNE-P, Centrex, %		0.24%	0.45%	0.26%	0.39%	0.22%	0.42%			d
MR-8*	UNE-P, Centrex 21, %		0.32%	0.45%	0.37%	0.45%	0.34%	0.22%			d
<b>MR-9</b>	<b>Repair Appointments Met</b>										
MR-9	Basic Rate ISDN, %	D	100%		50.00%						a b c d
MR-9	Basic Rate ISDN, %	ND			100%		100%				a b c d
MR-9	Business, %	D	90.47%	100%	90.99%	95.56%	89.56%	98.73%	89.56%	92.31%	
MR-9	Business, %	ND	96.10%	97.92%	97.88%	98.11%	96.60%	98.04%	87.55%	90.48%	
MR-9	Centrex 21, %	D	84.58%		80.53%		78.17%		73.17%		a b c d
MR-9	Centrex 21, %	ND	90.99%		94.78%	100%	92.19%		85.42%		a b c d
MR-9	Centrex, %	D	60.69%	100%	64.14%	76.92%	73.68%	100%	66.12%		a c d
MR-9	Centrex, %	ND	80.00%	100%	80.41%	100%	87.88%	66.67%	84.44%		a b c d

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**WASHINGTON PERFORMANCE METRIC DATA**

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
		D	85.71%		66.67%		88.24%	100%	71.43%	100%	a b c d
MR-9	PBX, %	ND	100%	100%	90.32%		100%		100%	100%	a b c d
MR-9	PBX, %	ND	98.85%	96.43%	98.29%	100%	98.12%	100%	96.62%	90.00%	
MR-9	Residence, %	D	94.93%	97.50%	93.28%	98.39%	93.84%	98.39%	95.29%	96.12%	
MR-9	Residence, %	D	94.45%	95.90%	93.03%	87.10%	93.39%	87.50%	94.64%	94.38%	
MR-9	UNE-P, POTS, %	ND	98.46%	98.59%	98.21%	97.22%	97.91%	98.70%	95.08%	93.65%	
MR-9	UNE-P, POTS, %										
<b>MR-10</b>	<b>Customer and Non-Qwest Related Trouble Reports</b>										a b c d
MR-10	Basic Rate ISDN, %		17.58%		20.65%		16.10%		20.00%		
MR-10	Business, %		36.35%	28.13%	35.39%	42.01%	37.92%	28.96%	35.63%	40.22%	
MR-10	Centrex 21, %		37.10%		36.40%	50.00%	35.64%		32.88%		a b c d
MR-10	Centrex, %		27.55%	30.00%	32.21%	31.82%	30.53%	28.57%	30.47%	100%	a c d
MR-10	DS0, %		28.87%	0%	27.13%	16.67%	30.10%	0%	26.21%	50.00%	a b c d
MR-10	DS1, %		13.35%	20.00%	19.63%	30.00%	18.51%	33.33%	20.56%	20.00%	b c d
MR-10	DS3, %		25.00%		40.00%		18.18%		18.18%		a b c d
MR-10	E911, %		0%	100%	0%	66.67%	50.00%	0%	100%		a b c d
MR-10	Frame Relay, %		22.11%		19.12%		22.22%		20.09%		a b c d
MR-10	ISDN Primary, %		25.00%	0%	36.00%	0%	27.78%		18.87%		a b c d
MR-10	LIS Trunk, %		40.00%	31.03%	35.71%	27.27%	42.31%	43.75%	11.76%	38.89%	
MR-10	PBX, %		28.88%	20.00%	24.02%	0%	33.47%	20.00%	25.25%	9.09%	a b c
MR-10	Qwest DSL, %		41.13%		46.91%		46.32%		51.72%	50.00%	a b c d
MR-10	Residence, %		34.82%	34.55%	35.11%	34.78%	34.82%	33.47%	36.11%	35.44%	
MR-10	UBL - 2-wire, %		17.58%	15.22%	20.65%	20.59%	16.10%	20.51%	20.00%	29.17%	
MR-10	UBL - 4-wire, %		13.35%	0%	19.63%	0%	18.51%	0%	20.56%	100%	a b c d
MR-10	UBL - ADSL Qualified, %		41.13%	33.33%	46.91%	25.00%	46.32%	20.00%	51.72%	66.67%	a b c d
MR-10	UBL - DS1 Capable, %		13.35%	9.88%	19.63%	7.69%	18.51%	9.46%	20.56%	13.24%	
MR-10	UBL - DS3 Capable, %		25.00%		40.00%		18.18%		18.18%		a b c d
MR-10	UBL Analog, %		35.00%	18.56%	35.14%	22.83%	35.19%	19.81%	36.05%	22.60%	
MR-10	UBL ISDN Capable, %		17.58%	6.90%	20.65%	4.44%	16.10%	6.52%	20.00%	10.00%	
MR-10	UDIT Above DS1 Level, %		25.00%	0%	40.00%	0%	18.18%	40.00%	18.18%	25.00%	a b c d
MR-10	UDIT DS1, %		13.35%	14.29%	19.63%	0%	18.51%	0%	20.56%		a b c d
MR-10	UNE-P, POTS, %		35.00%	33.90%	35.14%	32.88%	35.19%	38.85%	36.05%	36.93%	
MR-10	UNE-P, Centrex, %		27.55%	35.48%	32.21%	59.26%	30.53%	39.13%	30.47%	45.45%	
MR-10	UNE-P, Centrex 21, %		37.10%	34.78%	36.40%	38.10%	35.64%	44.44%	32.88%	25.00%	c
<b>MR-11</b>	<b>LNP Trouble Reports Cleared</b>										

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-11A	within 4 Hours, %		62.73%		55.12%	100%	55.13%		47.82%		a b c d
MR-11B	within 48 Hours, %		99.65%		99.70%	100%	99.44%		97.15%	100%	a b c d
<b>NETWORK PERFORMANCE</b>											
NI-1A	to Qwest Tandem Offices, LIS Trunk, %		0.27%	0.02%	0.26%	0%	0.11%	0.04%	0.11%	0.03%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0%	0%	0%	0.01%	0%	0%	0%	0%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %		0.27%	0.11%	0.26%	0%	0.11%	0.04%	0.11%	0.03%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0%	0.09%	0%	0.12%	0%	0.02%	0%	0.23%	
NP-1	NXX Code Activation										
NP-1A	(All, %		100%								a b c d
NP-1B	)Facility Delays, All, %		0%								a b c d
<b>ORDER ACCURACY</b>											
OA-1	Order Accuracy, % (OP-5++)					99.32%		99.75%		99.66%	a
<b>ORDERING AND PROVISIONING</b>											
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center										
OP-2	Default, %		80.97%	96.94%	75.62%	97.87%	72.08%	98.27%	82.25%	97.82%	
OP-3	Installation Commitments Met										
OP-3	Basic Rate ISDN, %	D	90.21%		95.83%		100%		50.00%		a b c d
OP-3	Basic Rate ISDN, %	ND	93.75%		100%		100%		100%		a b c d
OP-3	Basic Rate ISDN, %		77.14%		86.50%		86.17%		84.44%		a b c d
OP-3	Business, %	D	92.95%	75.00%	92.88%	100%	93.39%	100%	93.42%	90.91%	a
OP-3	Business, %	ND	98.77%	100%	98.97%	100%	98.25%	98.77%	98.97%	100%	
OP-3	Centrex 21, %	D	87.73%		92.21%		87.41%		87.42%		a b c d
OP-3	Centrex 21, %	ND	100%		98.11%	100%	94.03%		99.21%	100%	a b c d
OP-3	Centrex, %	D	95.47%	100%	90.00%	66.67%	93.68%	0%	93.38%		a b c d
OP-3	Centrex, %	ND	100%	100%	94.12%		90.00%		100%		a b c d
OP-3	DS0, %	D	53.85%		0%		87.50%		84.21%		a b c d
OP-3	DS0, %	ND	57.14%	0%	100%		66.67%		100%		a b c d
OP-3	DS0, %		81.82%	100%	86.54%		69.47%		76.19%		a b c d
OP-3	DS1, %		79.10%		80.03%	100%	81.87%		85.51%		a b c d
OP-3	DS3, %		86.67%		70.00%		69.64%		84.21%		a b c d
OP-3	E911, %								0%		a b c d
OP-3	EELs, %			75.00%		70.00%		94.12%		100%	
OP-3	Frame Relay, %		76.92%		77.01%		86.96%		86.62%		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-3	ISDN Primary, %	D	100%						100%		a b c d
OP-3	ISDN Primary, %	ND	100%								a b c d
OP-3	ISDN Primary, %		72.15%		81.19%		84.48%		40.00%		a b c d
OP-3	ISDN Primary, %	D	94.90%		94.68%		94.59%		94.71%		a b c d
OP-3	Line Sharing, %	D	94.90%		94.68%		94.59%		94.71%		a b c d
OP-3	Line Sharing, %	ND	99.44%	100%	99.28%	100%	99.37%	100%	99.40%	99.40%	
OP-3	Line Sharing, %		96.15%	96.88%	93.75%	96.00%	100%	97.62%	100%	100%	
OP-3	LIS Trunk, %										
OP-3	PBX, %	D	100%		95.00%		90.00%		80.00%		a b c d
OP-3	PBX, %	ND	100%		100%		100%		100%		a b c d
OP-3	PBX, %		83.72%	100%	58.06%	100%	80.85%	66.67%	63.33%		a b c d
OP-3	PBX, %	D	98.03%		97.19%	100%	97.00%		97.06%	100%	a b c d
OP-3	Qwest DSL, %	ND	99.54%	100%	98.93%	100%	98.76%	100%	98.90%	100%	
OP-3	Qwest DSL, %		91.67%		92.98%		90.32%	100%	79.17%		a b c d
OP-3	Qwest DSL, %										
OP-3	Residence, %	D	95.38%	99.18%	95.13%	98.49%	94.88%	97.12%	95.03%	97.66%	
OP-3	Residence, %	ND	99.46%	100%	99.29%	99.81%	99.39%	100%	99.41%	99.71%	
OP-3	Residence, %		85.14%	98.92%	92.48%	100%	86.53%	99.49%	82.99%	100%	
OP-3	UBL - 2-wire, %		79.10%	100%	80.03%		81.87%		85.51%		a b c d
OP-3	UBL - 4-wire, %		98.05%	100%	97.20%	100%	96.92%	95.00%	96.80%	100%	d
OP-3	UBL - ADSL Qualified, %		79.10%	91.95%	80.03%	88.80%	81.87%	91.56%	85.51%	91.41%	
OP-3	UBL - DS1 Capable, %		86.67%		70.00%		69.64%		84.21%		a b c d
OP-3	UBL - DS3 Capable, %										a b c d
OP-3	UBL Analog, %	D	94.90%								
OP-3	UBL Analog, %		94.90%	98.58%	94.68%	98.92%	94.59%	98.87%	94.71%	99.63%	
OP-3	UBL Analog, %			96.09%		92.73%		96.77%		74.35%	
OP-3	UBL Conditioned, %										
OP-3	UBL ISDN Capable, %		85.14%	97.10%	92.48%	98.57%	86.53%	97.33%	82.99%	98.15%	
OP-3	UDIT Above DS1 Level, %		86.67%		70.00%		69.64%		84.21%	100%	a b c d
OP-3	UDIT DS1, %		79.10%		80.03%	100%	81.87%	100%	85.51%	100%	a b c d
OP-3	UNE-P, POTS, %	D	94.90%	99.02%	94.68%	99.21%	94.59%	95.57%	94.71%	96.35%	
OP-3	UNE-P, POTS, %	ND	99.44%	99.78%	99.28%	99.78%	99.37%	99.74%	99.40%	99.92%	
OP-3	UNE-P, POTS, %										
OP-3	UNE-P, Centrex, %	D	95.47%	100%	90.00%	100%	93.68%	92.31%	93.38%	100%	a b d
OP-3	UNE-P, Centrex, %	ND	100%		94.12%	100%	90.00%	100%	100%	100%	a b c d
OP-3	UNE-P, Centrex, %										
OP-3	UNE-P, Centrex 21, %	D	87.73%	50.00%	92.21%	100%	87.41%	100%	87.42%	100%	a b c d
OP-3	UNE-P, Centrex 21, %	ND	100%	100%	98.11%	100%	94.03%	97.53%	99.21%	97.06%	
OP-4	Installation Interval										
OP-4	Basic Rate ISDN, Avg Days	D	9.04		6.90		2.33		5.63		a b c d
OP-4	Basic Rate ISDN, Avg Days	ND	9.00		0.45		3.00		2.00		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	Basic Rate ISDN, Avg Days		13.86		9.84		9.24		10.64		a b c d
OP-4	Business, Avg Days	D	5.50	7.75	5.87	4.20	5.81	2.91	5.81	6.00	a
OP-4	Business, Avg Days	ND	3.67	2.60	3.32	2.35	3.62	2.27	3.02	2.15	
OP-4	Centrex 21, Avg Days	D	6.49		5.74		6.80		6.46		a b c d
OP-4	Centrex 21, Avg Days	ND	2.81		3.15	4.00	3.61		3.49		a b c d
OP-4	Centrex, Avg Days	D	3.18	2.50	3.62	5.67	4.98	10.00	4.23		a b c d
OP-4	Centrex, Avg Days	ND	1.76	0.00	3.76		4.45		6.40		a b c d
OP-4	Dark Fiber - Loop, Avg Days									20.00	a b c d
OP-4	DS0, Avg Days	D	12.73		9.95		2.88		4.79		a b c d
OP-4	DS0, Avg Days	ND	2.75	2.50	2.33		5.00		0.00		a b c d
OP-4	DS0, Avg Days		7.50	2.00	7.61		9.41		9.72		a b c d
OP-4	DS1, Avg Days		17.52		17.05	9.00	16.59		16.57		a b c d
OP-4	DS3, Avg Days		15.34		17.80		20.58		15.93		a b c d
OP-4	E911, Avg Days								42.43	54.00	a b c d
OP-4	EELs, Avg Days			9.53		7.42		6.53		7.30	d
OP-4	Frame Relay, Avg Days		11.33		17.00		11.50		10.00		a b c d
OP-4	ISDN Primary, Avg Days	D	8.50						3.00		a b c d
OP-4	ISDN Primary, Avg Days	ND	10.00								a b c d
OP-4	ISDN Primary, Avg Days		36.93		11.03		10.43		22.44	12.00	a b c d
OP-4	Line Sharing, Avg Days	D	5.00		5.34		5.36		5.45		a b c d
OP-4	Line Sharing, Avg Days	ND	3.50	2.99	3.59	2.99	3.51	2.99	3.70	3.14	
OP-4	LIS Trunk, Avg Days		19.90	18.79	17.98	17.82	22.50	16.41	20.84	15.18	
OP-4	PBX, Avg Days	D	5.72		5.30		2.00		13.73		a b c d
OP-4	PBX, Avg Days	ND	1.50		0.20		2.00		2.40		a b c d
OP-4	PBX, Avg Days		11.03	6.00	13.63	5.00	20.01	26.67	17.24	23.50	a b c d
OP-4	Qwest DSL, Avg Days	D	9.59		5.92	13.00	5.30		5.16	5.00	a b c d
OP-4	Qwest DSL, Avg Days	ND	9.33	8.06	4.87	4.35	4.87	4.61	4.85	5.13	
OP-4	Qwest DSL, Avg Days		5.35		5.10		4.41	5.00	4.14		a b c d
OP-4	Residence, Avg Days	D	4.88	3.25	5.21	3.51	5.25	3.58	5.37	4.02	
OP-4	Residence, Avg Days	ND	3.49	2.94	3.59	2.90	3.50	2.90	3.71	2.90	
OP-4	UBL - 2-wire, Avg Days		11.05	3.91	7.85	3.93	9.07	3.63	10.14	3.67	
OP-4	UBL - 4-wire, Avg Days		17.52		17.05		16.59		16.57		a b c d
OP-4	UBL - ADSL Qualified, Avg Days		9.52	4.20	5.91	3.90	5.31	3.19	5.15	5.00	d
OP-4	UBL - DS1 Capable, Avg Days		17.52	11.94	17.05	5.83	16.59	5.38	16.57	5.15	



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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-4	UBL - DS3 Capable, Avg Days		15.34		17.80		20.58		15.93		a b c d
OP-4	UBL Analog, Avg Days	D	5.00								a b c d
OP-4	UBL Analog, Avg Days		5.00	4.81	5.34	5.04	5.36	5.22	5.45	5.12	
OP-4	UBL Conditioned, Avg Days			5.41		5.80		7.47		7.34	
OP-4	UBL ISDN Capable, Avg Days		11.05	4.52	7.85	4.31	9.07	4.28	10.14	4.10	
OP-4	UDIT Above DS1 Level, Avg Days		15.34	7.67	17.80		20.58	12.33	15.93	7.40	a b c d
OP-4	UDIT DS1, Avg Days		17.52		17.05	6.60	16.59	4.50	16.57	4.00	a b c d
OP-4	UNE-P, POTS, Avg Days	D	5.00	3.83	5.34	5.07	5.36	4.74	5.45	4.52	
OP-4	UNE-P, POTS, Avg Days	ND	3.50	3.13	3.59	2.99	3.51	2.99	3.70	3.40	
OP-4	UNE-P, Centrex, Avg Days	D	3.18	5.00	3.62	4.20	4.98	4.85	4.23	6.20	a b d
OP-4	UNE-P, Centrex, Avg Days	ND	1.76		3.76	3.75	4.45	4.50	6.40	0.00	a b c d
OP-4	UNE-P, Centrex 21, Avg Days	ND	2.81	3.36	3.15	3.50	3.61	2.50	3.49	3.33	b c d
OP-4	UNE-P, Centrex 21, Avg Days	D	6.49	9.40	5.74	5.00	6.80	4.33	6.46	6.67	a b c d
<b>OP-5</b>	<b>New Service Installation Quality</b>										
OP-5	Basic Rate ISDN, %		96.23%	100%	98.02%		94.48%		89.33%		a b c d
OP-5	Business, %		88.60%	76.77%	85.81%	76.00%	87.98%	69.07%	88.65%	69.88%	
OP-5	Centrex 21, %		87.22%	100%	81.86%	100%	75.94%	100%	85.71%	100%	a b c d
OP-5	Centrex, %		73.21%	100%	82.45%	0%	91.15%	50.00%	93.76%	100%	a b c d
OP-5	Dark Fiber - Loop, %									100%	a b c d
OP-5	DS0, %		70.73%	100%	65.88%	100%	66.67%		44.23%		a b c d
OP-5	DS1, %		94.47%		92.75%	100%	94.48%	0%	93.89%		a b c d
OP-5	DS3, %		100%		98.08%		97.18%		100%		a b c d
OP-5	E911, %		100%	100%	100%		100%	100%	100%	100%	a b c d
OP-5	EELs, %			78.26%		95.65%		96.00%		90.00%	
OP-5	Frame Relay, %		95.61%		96.68%		97.21%		85.63%		a b c d
OP-5	ISDN Primary, %		100%		98.51%		98.85%		97.22%	100%	a b c d
OP-5	Line Sharing, %		90.32%	96.83%	88.98%	95.79%	89.93%	97.03%	90.53%	99.15%	
OP-5	LIS Trunk, %		100%	100%	100%	100%	95.24%	100%	97.30%	93.48%	
OP-5	PBX, %		90.52%	100%	83.18%	100%	83.17%	100%	89.02%	100%	a b c d
OP-5	Qwest DSL, %		99.79%	100%	99.74%	100%	99.72%	100%	99.86%	100%	
OP-5	Residence, %		90.49%	94.56%	89.28%	92.26%	90.10%	94.50%	90.68%	95.35%	
OP-5	UBL - 2-wire, %		96.23%	96.82%	98.02%	96.85%	94.48%	98.71%	89.33%	99.11%	
OP-5	UBL - 4-wire, %		94.47%	100%	92.75%	100%	94.48%		93.89%		a b c d
OP-5	UBL - ADSL Qualified, %		98.66%	100%	98.26%	100%	98.14%	100%	99.13%	100%	

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## WASHINGTON PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
OP-5	UBL - DS1 Capable, %		94.47%	91.97%	92.75%	95.45%	94.48%	94.58%	93.89%	91.57%	
OP-5	UBL - DS3 Capable, %		100%		98.08%		97.18%		100%		a b c d
OP-5	UBL Analog, %		71.91%	98.54%	67.48%	98.25%	69.28%	98.78%	69.97%	99.25%	
OP-5	UBL ISDN Capable, %		96.23%	88.17%	98.02%	92.39%	94.48%	95.96%	89.33%	93.33%	
OP-5	UDIT Above DS1 Level, %		100%	50.00%	98.08%	100%	97.18%	100%	100%	100%	a b c d
OP-5	UDIT DS1, %		94.47%	100%	92.75%	100%	94.48%	100%	93.89%	100%	a b c d
OP-5	UNE-P, POTS, %		90.32%	98.61%	88.98%	98.06%	89.93%	97.30%	90.53%	97.94%	
OP-5	UNE-P, Centrex, %		73.21%	100%	82.45%	100%	91.15%	91.67%	93.76%	76.92%	a b
OP-5	UNE-P, Centrex 21, %		87.22%	94.74%	81.86%	94.12%	75.94%	98.04%	85.71%	95.08%	
OP-5*	Basic Rate ISDN, %		98.35%	100%	98.27%		96.93%				a b c d
OP-5*	Business, %		90.71%	83.84%	88.65%	83.00%	90.74%	82.47%			d
OP-5*	Centrex 21, %		93.06%	100%	87.91%	100%	82.08%	100%			a b c d
OP-5*	Centrex, %		79.31%	100%	85.10%	33.33%	92.56%	50.00%			a b c d
OP-5*	DS0, %		78.05%	100%	75.29%	100%	75.68%				a b c d
OP-5*	DS1, %		96.77%		95.77%	100%	96.52%	0%			a b c d
OP-5*	DS3, %		100%		100%		98.59%				a b c d
OP-5*	E911, %		100%	100%	100%		100%	100%			a b c d
OP-5*	EELs, %			78.26%		95.65%		100%			d
OP-5*	Frame Relay, %		97.30%		97.16%		98.32%				a b c d
OP-5*	ISDN Primary, %		100%		99.01%		99.14%				a b c d
OP-5*	Line Sharing, %		92.04%	98.42%	90.80%	98.23%	91.68%	98.51%			d
OP-5*	LIS Trunk, %		100%	100%	100%	100%	95.24%	100%			d
OP-5*	PBX, %		93.97%	100%	92.52%	100%	90.10%	100%			a b c d
OP-5*	Qwest DSL, %		99.82%	100%	99.81%	100%	99.83%	100%			d
OP-5*	Residence, %		92.17%	94.81%	91.00%	92.93%	91.76%	95.32%			d
OP-5*	UBL - 2-wire, %		98.35%	99.09%	98.27%	99.55%	96.93%	99.14%			d
OP-5*	UBL - 4-wire, %		96.77%	100%	95.77%	100%	96.52%				a b c d
OP-5*	UBL - ADSL Qualified, %		98.87%	100%	98.72%	100%	98.85%	100%			d
OP-5*	UBL - DS1 Capable, %		96.77%	93.43%	95.77%	96.97%	96.52%	97.59%			d
OP-5*	UBL - DS3 Capable, %		100%		100%		98.59%				a b c d
OP-5*	UBL Analog, %		76.89%	99.40%	72.84%	99.00%	74.62%	99.32%			d
OP-5*	UBL ISDN Capable, %		98.35%	91.40%	98.27%	94.57%	96.93%	97.98%			d
OP-5*	UDIT Above DS1 Level, %		100%	50.00%	100%	100%	98.59%	100%			a b c d
OP-5*	UDIT DS1, %		96.77%	100%	95.77%	100%	96.52%	100%			a b c d